

Complaints Monitoring Report Corporate Services

Quarter 4 2015/16 - January to March 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Total number of complaints received	2	7	5	18	13
Total number of complaints closed	2	7	3	22	11
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	6	86%	3	100%	16	73%	9	82%
Number of complaints closed - Investigative	2	100%	0	0%	0	0%	5	23%	2	18%
Number of complaints closed - Escalated	0	0%	1	14%	0	0%	1	5%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	3	50%	0	0%	2	13%	3	33%
Number of Frontline complaints partially upheld	0	N/A	1	17%	0	0%	5	31%	2	22%
Number of Frontline complaints not upheld	0	N/A	2	33%	1	33%	9	56%	4	44%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	N/A	0	N/A	1	20%	1	50%
Number of Investigative complaints partially upheld	1	50%	0	N/A	0	N/A	2	40%	1	50%
Number of Investigative complaints not upheld	1	50%	0	N/A	0	N/A	2	40%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	1	100%	0	N/A	1	100%	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	0%	0	N/A	0	0%	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	0%	0	N/A	0	0%	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Average time in working days for a full response - Frontline	0	5	2	4	3
Average time in working days for a full response - Investigative	16	N/A	N/A	18	21
Average time in working days for a full response - Escalated	0	29	N/A	21	0

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	N/A	3	50%	3	100%	15	94%	9	100%
Number of complaints closed within 20 working days - Investigative	1	50%	0	N/A	N/A	N/A	4	80%	0	0%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	0%	N/A	N/A	0	0%	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	N/A	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8221	Council Tax	Upheld	Financial Services - Revenues	To implement a procedure to make sure that work is being dealt within better timescales. This is a work in progress.
8236	Council Tax	Upheld	Financial Services - Revenues	Refresh the recovery training and type of advice issued to customers.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8283	Process/Procedure	Part Upheld	Financial Services - Revenues	Year-end issue when working on a backlog and only one instalment collect. To review next year's guidelines so something in place to stop this happening.
8173	Process/Procedure	Upheld	Legal & Democratic Services - Customer Services	The complaint concerned the length of time to process a change of address and the payment of a Council Tax refund. The complaint was upheld, the owing monies were refunded and an apology was given to the complainant. The delay was due in part to the Christmas holidays, and not considered to be a systemic failure.
8184	Process/Procedure	Part Upheld	Legal & Democratic Services - Customer Services	Issue One - Complainant not entitled to single person discount - NOT UPHELD Issue Two - Poor management of complaint issues. This was agreed and on review of all circumstances, an ex-gratia payment of £173.40 was awarded. UPHELD Overall this complaint is PARTIALLY UPHELD The only Learning Outcome is for staff to be made aware of submitting more timely responses
8301	Complaint Against Staff	Upheld	Legal & Democratic Services - Customer Services	The advisor was interviewed about the way the call had been handled. The advisor allowed frustration from handling high volumes of calls to taint their dealings with this particular call. It was agreed this was not typical of the advisor's approach, and after listening to the call and discussing the outcome with their supervisor, the advisor has accepted the need to think about how responses are perceived by customers. At the moment no further training is deemed necessary.
8312	Process/Procedure	Part Upheld	Legal & Democratic Services - Customer Services	Administration failure to remove wife's name from Council Tax address: UPHELD. Verbal apology provided and manager discussed the error with the relevant staff member. Two other points: NOT UPHELD. Subsequently a second letter was issued due to a bar code error in the first letter. Unfortunately, the details were the same as the original letter and included ex-wife's name: UPHELD. Eric Bell has confirmed that the ex-wife's name has been removed from the Council's system, but the updated bar code letter used the previous details. Complaints Officer apologised verbally to complainant.

**Complaints Monitoring Report
Development Services**

Quarter 4 2015/16 - January - March 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Total number of complaints received	12	6	10	7	14
Total number of complaints closed	6	6	12	7	13
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	2	33%	2	17%	1	14%	5	38%
Number of complaints closed - Investigative	6	100%	4	67%	9	75%	6	86%	8	62%
Number of complaints closed - Escalated	0	0%	0	0%	1	8%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	N/A	0	0%	1	50%	0	0%	0	0%
Number of Frontline complaints partially upheld	3	N/A	1	50%	0	0%	1	100%	0	0%
Number of Frontline complaints not upheld	2	N/A	1	50%	1	50%	0	0%	5	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	11%	0	0%	0	0%
Number of Investigative complaints partially upheld	0	0%	1	25%	1	11%	0	0%	0	0%
Number of Investigative complaints not upheld	6	100%	3	75%	7	78%	6	100%	8	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	0%	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	1	100%	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	1	100%	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Average time in working days for a full response - Frontline	4.3	2.5	4.5	2.0	5.8
Average time in working days for a full response - Investigative	20.6	12.8	12.6	18.7	13.0
Average time in working days for a full response - Escalated	N/A	N/A	13	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days						
MEETING TARGET TIMESCALES	Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	6	N/A	2	100%	2	100%
Number of complaints closed within 20 working days - Investigative	4	67%	4	100%	9	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	1	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised						
EXTENSIONS	Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	N/A	1	50%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	33%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
		N/A		

**Complaints Monitoring Report
Direct Services**

Quarter 4 2015/16 - January to March 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Total number of complaints received	24	12	10	26	58
Total number of complaints closed	24	12	10	37	52
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	22	92%	8	67%	7	70%	33	89%	50	96%
Number of complaints closed - Investigative	2	8%	0	0%	0	0%	0	0%	1	2%
Number of complaints closed - Escalated	0	0%	4	33%	3	30%	4	11%	1	2%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	1	13%	2	29%	4	12%	14	28%
Number of Frontline complaints partially upheld	1	5%	1	13%	0	0%	7	21%	2	4%
Number of Frontline complaints not upheld	21	95%	6	75%	5	71%	22	67%	34	68%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	N/A	0	N/A	0	N/A	0	0%
Number of Investigative complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	0%
Number of Investigative complaints not upheld	2	100%	0	N/A	0	N/A	0	N/A	1	100%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	1	25%	0	0%	1	25%	0	0%
Number of Escalated complaints partially upheld	0	N/A	0	0%	0	0%	1	25%	0	0%
Number of Escalated complaints not upheld	0	N/A	3	75%	3	100%	2	50%	1	100%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Average time in working days for a full response - Frontline	3.6	2.6	4.6	4	2.5
Average time in working days for a full response - Investigative	24.5	N/A	N/A	N/A	20
Average time in working days for a full response - Escalated	N/A	16.7	17.7	12.3	7

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	21	95%	8	100%	6	86%	29	88%	48	96%
Number of complaints closed within 20 working days - Investigative	1	50%	0	N/A	0	N/A	0	N/A	1	100%
Number of complaints closed within 20 working days - Escalated	0	N/A	4	100%	3	100%	3	75%	1	100%
2 complaints were late										
ID 8097 was 3 days late but subject to a holding letter										
ID 8145 was 3 days late. The response was delayed because the Roads Maintenance Manager wanted to review the response before sending and was unavailable until the day it was sent.										

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	1	2%
Number of complaints with an extension – Investigative or Escalated Investigative	1	50%	0	0%	0	0%	1	25%	0	0%

Complaints Monitoring Report Integrated Children's Services

Quarter 4 2015/16 – January – March 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Total number of complaints received	15	13	6	7	10
Total number of complaints closed	14	12	6	7	7
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	7%	0	0%	0	0%	0	0%	0	0%
Number of complaints closed - Investigative	12	86%	12	100%	6	100%	7	100%	7	100%
Number of complaints closed - Escalated	1	7%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Frontline complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Frontline complaints not upheld	1	100%	0	N/A	0	N/A	0	N/A	0	N/A

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	17%	3	25%	2	33%	2	29%	1	14%
Number of Investigative complaints partially upheld	3	25%	1	8%	2	33%	1	14%	3	43%
Number of Investigative complaints not upheld	7	58%	8	67%	2	33%	4	57%	3	43%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	0%	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	1	100%	0	N/A	0	N/A	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Average time in working days for a full response - Frontline	7	N/A	N/A	N/A	N/A
Average time in working days for a full response - Investigative	23	18.5	19	22	42
Average time in working days for a full response - Escalated	13	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints closed within 20 working days - Investigative	7	58%	8	67%	5	83%	4	57%	1	14%
Number of complaints closed within 20 working days - Escalated	1	100%	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	3	23%	1	8%	1	17%	0	0%	2	29%

Complaints Monitoring Report
Schools and Curriculum Development & Lifelong Learning Culture & Sport Services

Quarter 4 2015/16 – January – March 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Total number of complaints received	17	11	9	5	9
Total number of complaints closed	16	11	8	5	8
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	2	18%	2	25%	3	60%	3	38%
Number of complaints closed - Investigative	16	100%	9	82%	6	75%	2	40%	5	62%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	N/A	1	50%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	N/A	0	0%	0	0%	0	0%	1	33%
Number of Frontline complaints not upheld	0	N/A	1	50%	2	100%	3	100%	2	67%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	13%	2	22%	1	17%	0	0%	0	0%
Number of Investigative complaints partially upheld	9	56%	2	22%	4	67%	2	100%	4	80%
Number of Investigative complaints not upheld	5	31%	5	56%	1	17%	0	0%	1	20%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Average time in working days for a full response - Frontline	N/A	7	3.5	3.5	5.3
Average time in working days for a full response - Investigative	11	13	21	18	15.4
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	1	50%	2	100%	2	67%	2	67%
Number of complaints closed within 20 working days - Investigative	155	94%	8	89%	4	67%	2	100%	5	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	0	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	1	11%	1	17%	0	N/A	0	N/A

Complaints Monitoring Report Housing and Property Services

Quarter 4 2015/16 - January to March 2016

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Total number of complaints received	28	26	35	37	51
Total number of complaints closed	28	30	33	41	48
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	5	18%	7	23%	12	36%	18	44%	36	75%
Number of complaints closed - Investigative	23	82%	23	77%	21	64%	23	56%	12	25%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	40%	2	29%	3	25%	14	78%	22	61%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	8%	0	0%	2	6%
Number of Frontline complaints not upheld	3	60%	5	71%	8	67%	4	22%	12	33%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	5	22%	3	13%	5	24%	2	9%	3	25%
Number of Investigative complaints partially upheld	1	4%	3	13%	0	0%	5	22%	1	8%
Number of Investigative complaints not upheld	17	74%	17	74%	16	76%	16	70%	8	67%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2014/15		Q1 2015/16		Q2 2015/16		Q3 2015/16		Q4 2015/16	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints partially upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Number of Escalated complaints not upheld	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Average time in working days for a full response - Frontline	2.6	3.4	2.6	3.2	4.0
Average time in working days for a full response - Investigative	20.3	20.1	26.3	19.1	18.8
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days						
MEETING TARGET TIMESCALES	Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	5	100%	7	100%	12	100%
Number of complaints closed within 20 working days - Investigative	9	39%	16	70%	6	29%
Number of complaints closed within 20 working days - Escalated	0	N/A	0	N/A	0	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised						
EXTENSIONS	Q4 2014/15		Q1 2015/16		Q2 2015/16	
	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	9%	3	13%	2	10%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8046	Investigation Stage Process/Procedure	Upheld	Head of Housing & Property	Reinforcement - Apology given. Response sent
8055	Investigation Stage Repairs/Capital/Planned maintenance	Upheld	Head of Housing & Property	Redress - Apology given for the delay and the way staff responded to the issue.

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
8062	Investigation Stage Repairs/Capital/Planned maintenance	Upheld	Head of Housing & Property	Redress - Apology given, remedial work carried out.
8102	Investigation Stage Repairs/Capital/Planned maintenance	Part upheld	Head of Housing & Property	Redress - Apology given and member of staff reminded of Customer Care requirements.
8110	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Redress - All outstanding works have been completed to the tenant's satisfaction.
8125	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Redress - Apology given for the poor service received and tenant is satisfied with the outcome.
8126	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Redress - Apology given for the delay in completing the repair. Replaced the parts as necessary and the heating system are now working to the tenant's satisfaction.
8127	Frontline Resolution Other	Upheld	Heating & Electrical Manager and the Contracts Manager	Redress - Apologised for the level of service she has received from the council and sub-contractors. The works are now complete including the hole in the fireplace which has been repaired to a satisfactory standard and to the tenant's satisfaction.
8175	Frontline Resolution Repairs/Capital/Planned maintenance	Part upheld	Senior Housing Projects Officer	Redress - gas valve now fitted.

8177	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	DLO Business Manager	Redress & reinforcement – Work plan implemented –request from DLO Manager that the managers and appropriate supervisors ensure follow up works are carried out.
8197	Frontline Resolution Repairs/Capital/Planned maintenance	Part upheld	Heating & Electrical Manager	Redress - the repair has been carried out to the satisfaction of the Tenant.
8206	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	DLO Business Manager	Redress – Agreed a replacement bath was required and arrangements made with the tenant to have it fitted.
8207	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Redress - All works have now been completed to the satisfaction of the Tenant.
8218	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress – Agreement made to replace the shower tray and screen and the wet wall panels around the shower tray.
8224	Frontline Resolution Other	Upheld	DLO Business Manager	Reinforcement - Member of staff has been advised that this behaviour is not acceptable and if repeated will result in formal disciplinary.
8231	Frontline Resolution Process/Procedure	Upheld	Heating & Electrical Manager and DLO Business Manager	Redress – Apologised to tenant and boiler has now been recommissioned and safety checked and tenant was satisfied that the issues within their complaint had been addressed
8241	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress – required parts were duly ordered and fitted to the satisfaction of the Tenant.

8247	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager and DLO Business Manager	Reinforcement – Staff reminded to ask tenants permission to use the household facilities.
8251	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress – Snagging door has been repaired.
8253	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager	Redress - Member of staff has been advised that this behaviour is not acceptable and if repeated will result in disciplinary action.
8275	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	DLO Business Manager	Redress - apologised for the delay. The issue was getting keys to the store cup'd – so lock had to be changed to provide access, and key safe was suggested for avoiding a repetition of the issue.
8276	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld		Redress - found the source of the leak and made a repair.
8278	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Senior Building Maintenance Manager	Redress - Explained the delay was due to sourcing the required parts which are now fitted to the satisfaction of the tenant. Looking into the sourcing of this to avoid in future.
8281	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Housing Projects Officer	Redress - misunderstanding regarding the raising of the original repair for this tenant causing a delay. Tenant now satisfied that the complaint has now been addressed.
8302	Frontline Resolution Repairs/Capital/Planned	Upheld	Building Maintenance	Redress – Apologised for the lack of information and poor service provided on this occasion and advised on the reason for the delay in ordering the new

	maintenance		Manager	door (due to communication between departments). A record of the communication issue has been kept and actions have been implemented to reduce recurrence of this.
8303	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	DLO Business Manager	Redress and reinforcement - The driver of the vehicle was spoken to and told to remove the vehicle immediately and the grass seeding will be carried out on the damaged area. Supervisors reminded of the need to leave messages and cards in future when attempting contact with our customers.
8313	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Heating & Electrical Manager and DLO Business Manager	Redress and reinforcement – Apologised for turning up late, and socket has now been repaired. In future schedulers will work around times stipulated by tenants or they will contact the tenant to make a mutually agreeable alternative.
8315	Frontline Resolution Repairs/Capital/Planned maintenance	Upheld	Senior Housing Projects Officer	Reinforcement – Apology given to the tenant, and to the person on standby, that on this occasion the plumber should have been sent out for this out of hours call. This incident will be used as an example in future training.